



# **Tools for Healing- Centered Care Kick-Off**

Advancing Complex Care Philosophy

United  
Healthcare®

# Welcome!

## Kerianne Guth



Kerianne brings 10 years of experience working with vulnerable and underserved individuals and families. Her work focuses on the translation of trauma-informed clinical care into organization and leadership strategies. She previously served as the Administrative Director for Behavioral Health and Addiction Medicine at Cooper University Health Care in Camden, NJ. There, Kerianne co-led the start-up of the Division of Addiction Medicine that offered medication treatment for substance use disorders, behavioral health support, inpatient consultation, and trauma informed population health initiatives. Kerianne was also a founding team member of the Urban Health Institute at Cooper, a dedicated business unit transforming healthcare delivery. Early in her career she worked as a maternal-child health home-visiting social worker after receiving her Master of Social Work degree from the University of Pennsylvania. Kerianne is based outside of Philadelphia with her husband, son, daughter and two rescue dogs.

## Rajiv Arya, MD, MBA



Rajiv holds an executive leadership role at UnitedHealthcare where his work is focused on supporting and growing a Housing + Health program, Home Based Primary Care for those who are chronically home bound, SDOH close looped screening in Hawaii, and prorogating a care philosophy rooted in trauma-informed approaches. He has held academic leadership positions and is a direct care emergency medicine provider. His career has focused on reducing variation and improving clinical quality at a large hospital. Rajiv's publications have focused on emergency department operations, clinical outcomes, clinical informatics, and understanding emergency department crowding. Rajiv completed his undergraduate studies at Columbia University, School of Engineering, received his MD from Rutgers-New Jersey Medical School, and his MBA from the University of Delaware.

# Agenda

- Why Care Philosophy and Healing-Centered Care Tools?
- Overview of the Training Process
- Learning Circles as Part of Training
- Earning CEU's/CME's





# **Why Care Philosophy and Healing-Centered Care Tools?**

# Healing-Centered Care Toolkit

- Practical tools that facilitate conversations and follow-up interventions
- Build a toolkit of practical resources that can be put into practice today
- Be more competent in fostering authentic healing relationships that build resiliency and avoid re-traumatization



# The Right Tools at the Right Time

- Right tools are key to success
- Practical tools to bring care philosophy to life
- Not every tool applies to every person you serve





# **Overview of the Training Process**

# Training Methodology

## Learning Methods

### Training

Gaining practical and theoretical knowledge on complex care topics

### Discussion

Discussing practices and concepts with others to deepen and solidify understanding

### Experience

Theories and knowledge are applied and practiced

## Opportunities for Learning

Training Sessions

Microsoft Teams Community

OptumHealth Education Learning Library

Microsoft Teams Community

Learning Circles

Personal Journal





# Core Training Components

## Live Training

- 8 weeks
- 30 minutes / week of didactic training
- 1 week of orientations, 7 weeks of topic-driven content
- Includes resources, examples, and practical tips to implement these practices

## Learning Circles

- 30 minutes/week
- Following live training webcast
- Small peer group discussion of training content
- Discussion guide provided
- Peer organized

## Additional Resources

Microsoft Teams: Virtual learning community with on-demand training materials for the entire curriculum and engagement through blog posts and discussion boards

Personal Journal: An interactive document that provides opportunities to enter reactions and notes to the tools presented

On the job application of philosophies and tactics



# Training Schedule

Date	Topic	Time
October 13	Tools for Healing-Centered Care Kick Off Session	Every Week on Tuesdays at 2:00 PM Central
October 20	Early Life Trauma (ACE Survey)	
October 27	Resiliency (Brief Resilience Scale)	
November 3	Personal Goals and Values (Values Card Sort)	
November 10	Meaning Making (PERMA Profiler Questionnaire)	
November 17	Person-Centered Care (Ecomap)	
December 1	Trauma Over Lifetime (Life Milestones Timeline)	
December 8	Self-Care (Coping Card Sort)	



# Learning Circles

- **What?** Learning Circles are **small, peer group discussions** conducted after each live training event.
- **Why?** To **leverage collective wisdom and optimize shared learnings** for a group with a common learning objective. Allows for real-time reinforcement of training content and build upon each week's learnings.
- **When?** Held following live training sessions.
- **How?** Follow these steps to engage in weekly Learning Circles:
  - Identify your Learning Circle
    1. Join an existing Learning Circle or create a Learning Circle of those in your unit.
    2. Select your leaders – guides Learning Circle discussion, using provided discussion guide.
    3. Set up recurring weekly meeting for Learning Circles (in-person or virtual).



# Learning Circles

- Ensure equity of voice
- Allow the group to respond / ask for the group's feedback or thoughts
- Embrace silence
- Model a judgement-free zone
- Allow for natural discussion

## Sample Ground Rules

- Leave titles at the door
- No electronics
- What is said here, stays here
- Everyone participates

Establish  
your own  
ground rules  
as a group



# Learning Circle Tips

- Follow the live event session and happens before the next live event
- Set up recurring meeting on Microsoft Outlook for group members
- Any member of a Learning Circle can lead the group
- Recommend weekly leader rotate through group members over the series
- Discussion guides provide conversation starting point



# Personal Journal

- Recommended activities to bring tools to life
- Develop deeper empathy for experience
- Build better appreciation for how it feels
- Makes tools purposeful
- Interactive PDF available for download
- Personal and confidential



## Journal Prompt

Look for this prompt throughout the training program to record your reactions and thoughts.



# Care Philosophy Faculty



# Webcast Platform

OPTUMHealth™  
Education

The presentation has not started yet.

Slides

Welcome to the Webcast:  
**Training Kickoff & Welcome (non-accredited)**

The Webcast has not started yet.  
It is scheduled for: Wed, Aug 28, 2019 1:00 PM EDT  
Slides will be available once the presentation begins.

Listen by Phone

Ask a Question

Ask a Question

Send

Total Answered Questions: 0

Audience Chat





# Earning CEUs/CMEs

Credits are available for the 7 content modules as a series, including Learning Circles (7 credits total)

- One pre-series and post-series assessment required for the program as a whole
- You must complete all 7 content modules and related Learning Circles to achieve all 7 credits
- OptumHealth Education saves all credit documentation on their website
- Learning Circles account for 3.5 of the 7 CEs offered as part of this series
- Each Learning Circle = 1/2 credit

7 30-Minute Content Sessions	+	7 30-Minute Learning Circle Meetings	=	Total Credits
(7 sessions * 0.5 credits each)	+	(7 meetings * 0.5 credits each)	=	7 CEUs/CMEs

- Learning Circles cannot be made up
- Self-attest to credits earned at the end of series



# Frequently Asked Questions

- What if I miss a live event?
- What if I don't need to earn the CEUs/CMEs?
- What if I don't have a Learning Circle yet?





**See You Next Week!**

Tuesday, October 20<sup>th</sup> at 2 o'clock Central Time

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